

5929 Balcones Drive, Suite 200 Austin, TX 78731-4280 Phone: 512.343.2544

Fax: 512.343.0119

## REDACTED - FOR PUBLIC INSPECTION

## VIA OVERNIGHT DELIVERY

June 30, 2014

Ms. Marlene H. Dortch, Secretary Federal Communications Commission Office of the Secretary 445 12<sup>th</sup> Street, S.W. Washington, D.C. 20554 Received & Inspected

Proof

RE: REQUEST FOR CONFIDENTIAL TREATMENT - Connect America Fund, WC Docket No. 10-90; Lifeline and Link Up Reform and Modernization, WC Docket No. 11-42

Request that Information Submitted to the Commission be Withheld from Public Inspection Pursuant to 47 C.F.R. §0.459 and 5 U.S.C. §552(b)(4): Five-Year Service Quality Improvement Plan included in FCC Form 481

Confidential Financial Information – Subject to Protective Order in WC Docket Nos. 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208, Before the Federal Communications Commission

## Dear Ms. Dortch:

In accordance with the annual reporting requirements of 47 C.F.R. §§54.313 and 54.422, Arkansas Telephone Company (the Company), Study Area Code 401692, is submitting a completed FCC Form 481 to the Commission via its Electronic Comment Filing System (ECFS) in WC Docket Nos. 10-90 and 11-42. The Company, by its authorized representative, hereby requests confidential treatment of two attachments to its FCC Form 481: (1) the five-year service quality improvement plan and (2) the financial annual report, both of which were redacted in the ECFS submission. The request for confidential treatment of the five-year plan is being made pursuant to section 0.459 of the Commission's rules and Exemption 4 of the Freedom of Information Act (FOIA). The request for confidential treatment of the financial annual report is being made pursuant to the FCC's November 16, 2012 Protective Order in WC Docket No. 10-90 et al. These attachments contain competitively sensitive data that Arkansas Telephone Company maintains as confidential and does not normally make available to the public. Release of this information would have a substantial negative impact on the Company.

Austin, TX • Bangalore, India • Camden, AR • Dallas, TX • Houston, TX • Lubbock, TX Mitchell, SD • Portland, OR • Rapid City, SD • Sioux Falls, SD

LISTATEDEDE



Ms. Marlene Dortch June 30, 2014 Page 2

## Five-Year Service Quality Improvement Plan

Pursuant to section 0.459 of the Commission's rules and Exemption 4 of FOIA, Arkansas Telephone Company requests that the text and data extracted from its five-year service quality improvement plan be withheld from public inspection because it contains competitively sensitive commercial and financial information that the Company keeps confidential. Public availability of this information would have a substantial negative impact on the Company.

In accordance with section 0.459 of the Commission's rules, the following information is provided in support of this request:

(1) Identification of the specific information for which confidential treatment is sought:

Attachment to Line 112 of FCC Form 481 – Five-Year Service Quality Improvement Plan. Specifically, confidential treatment is sought for all information in the five-year plan related to the Company's access line counts, existing broadband capabilities, and its network investment plans through 2019 that will improve service quality for its customers.

(2) Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission:

The information was submitted in WC Docket Nos. 10-90 and 11-42 as an attachment to FCC Form 481- the Carrier Annual Reporting Data Collection Form. Section 100 of FCC Form 481 requires incumbent local exchange carriers receiving high cost support to attach a five-year service quality improvement plan, pursuant to 47 C.F.R. §§54.202(a)(1)(ii) and 54.313(a)(1).

(3) Explanation of the degree to which the information is commercial or financial, or contains a trade secret or is privileged:

The five-year service quality improvement plan contains granular information on the Company's access line counts and existing broadband capabilities as well as detailed plans for financial investments in its network through 2019 to improve service to subscribers. This is closely guarded, privileged information that the Company does not make publicly available.

(4) Explanation of the degree to which the information concerns a service that is subject to competition:

Broadband is subject to increasing competition in the areas served by rural, rate-of-return incumbent local exchange carriers (RLECs). Virtually all RLECs face competition from one or more wireless Internet service providers. Most RLECs also face competition from at least one other wireline broadband provider such as a larger cable company, who will typically seek to "cherry pick" the lower cost portions of the study area. In addition, all RLECs face competition throughout their territories from satellite broadband providers.



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(5) Explanation of how disclosure of the information could result in substantial competitive harm:

Disclosure of the information contained in the five-year plan would provide competitors with detailed, granular information regarding the Company's access line count, its existing broadband capabilities, and its strategic plans for network investments. This would give competitors invaluable confidential information with which to develop their own strategies for investing in the service area, thereby bringing substantial competitive harm to the Company.

(6) Identification of any measures taken by the submitting party to prevent unauthorized disclosure:

The Company has continually treated the extracted information in its five-year plan as confidential and carefully controls the information to protect it from competitors. Access to the information is limited to employees that require it and to non-employees with confidentiality obligations such as lenders, consultants, auditors, and attorneys. In addition, when such information is required to be submitted to a state regulatory authority it has been filed as confidential information, not available to the public.

(7) Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties:

The redacted information in the five-year plan is not available to the public, and third party access is limited as described in (6) above.

(8) Justification of the period during which the submitting party asserts that material should not be available for public disclosure:

The Company requests that the extracted information be withheld from public inspection indefinitely. Although the information reflects the Company's service improvement plans for a five year period, it would provide a very useful baseline for competitors for several years beyond that period.

(9) Any other information that the party seeking confidential information treatment believes may be useful in assessing whether its request for confidentiality should be granted:

Exemption 4 of FOIA shields from public disclosure commercial or financial information obtained from a person that is privileged or confidential. Based on the responses provided above, the information in question satisfies this test.

## Financial Annual Report

Section 3005 of FCC Form 481 requires a privately-held rate-of-return carrier receiving high cost support to attach a full and complete annual report of the Company's financial condition and operations pursuant to 47 C.F.R. §54.313(f)(2). Arkansas Telephone Company seeks confidential treatment of its financial annual report pursuant to the November 16, 2012 *Protective Order* in WC Docket No. 10-90, et al.<sup>1</sup> The *Protective Order* specifically covers information filed pursuant to 47 C.F.R. §54.313(f)(2).

Connect America Fund et al., WC Docket No. 10-90 et al., Protective Order, DA 12-1857 (rel. Nov. 16, 2012).



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Arkansas Telephone Company is providing to the Office of the Secretary, under seal, this cover letter and the Form 481 filing which includes the confidential information that is being requested to be withheld from public inspection.

Each page of the five-year service quality improvement plan confidential submission bears the legend, "CONFIDENTIAL - NOT FOR PUBLIC DISCLOSURE."

Each page of the financial annual report confidential submission bears the legend, "CONFIDENTIAL FINANCIAL INFORMATION - SUBJECT TO PROTECTIVE ORDER IN WC DOCKET NOS. 10-90, 07-135, 05-337, 03-109, CC DOCKET NOS. 01-92, 96-45, GN DOCKET NO. 09-51, WT DOCKET NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION."

Two copies of the Form 481 filing in redacted form and an accompanying cover letter are also being provided with the confidential filing. Each page of the redacted filing and accompanying cover letter is marked "REDACTED – FOR PUBLIC INSPECTION."

Two copies of this cover letter and the Form 481 filing with the confidential information are also being delivered to Mr. Charles Tyler, Telecommunications Access Policy Division, Wireline Competition Bureau.

The confidential information has also been submitted to the Universal Service Administrative Company through its E-File system as an attachment to the FCC Form 481.

This cover letter includes no confidential information and the text is the same in both the non-redacted and redacted versions except for the confidentiality markings.

Please contact me if you have any questions.

Sincerely,

Lynette Hampton

Authorized Representative for Arkansas Telephone Company

LH/pjf

cc:

**Enclosures** 

Mr. Charles Tyler, Telecommunications Access Policy Division, Wireline Competition Bureau,

Federal Communications Commission, (2 hardcopies of non-redacted submission)

Mr. Randy McCaslin, Arkansas Telephone Company

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<010>	Study Area Code	401692				
<015>	Study Area Name	ARKANSAS TEL CO				
<020>	Program Year	2015				
<030>	Contact Name: Person USAC should contact with questions about this data	Mary Johnson				
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5017452114 ext.				
<039>	Contact Email Address: Email of the person identified in data line <030>	maryj@artelco.com	Pills of the State	of the last		
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<330>	Detail on Attempts (broadband)			(attach descriptive	document)	
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<410>	Fixed 0.0				1	1
<420> <430>	Mobile 0.0 Number of Complaints per 1,000 customers (broadi	pand)				
<440>	Fixed 0.0					777 7
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<1000>	Voice Services Rate Comparability 401692ar1010.pdf		(check to indicate certificati	on)		NACK CAN
<1010>			(attach descriptive docume	nt)	1	1. 1.
<1100>	Terrestrial Backhaul (Y/N)?	(	if not, check to indicate certificat	ion)	<b>/</b>	11 10
<1110>			(complete attached workship		47.7.7.7.7.	
<1200>	Terms and Condition for Lifeline Customers  Price Cap Carriers, Proceed to Price Cap Additional	Documentation Work	(complete attached workships)	eet)	50511	
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eni Siri-Ti	rvice Quality improvement Reporting llection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no ) O
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes/no) O O
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only	company is a
	required to address voice telephony service.	
	Please check these boxes below to confirm that the attached documents(s), on lin 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	
<116>	How (USF)was used to improve service coverage	
<117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

(200) Service Outage Reporting (Voice) Data Collection Form

<220>

FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
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<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com

<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
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<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com
<701>	Residential Local Service Charge Effective Date 1/1/2014	
-7025	Single State wide Residential Local Service Charge	

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	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
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<015>	Study Area Name	ARKANSAS TEL	co	
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<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson		
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ex	kt.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj⊗artelc	o.com	
<810>	Reporting Carrier Arkansas Telephone Company			
<811>	Holding Company			
<812>	Operating Company			
<813>			€ 3-42, E 3	
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<015>	Study Area Code Study Area Name		401692 ARKANSAS TEL CO	
<020>	Program Year		2015	
<030>	Contact Name - Person USAC should contact regarding this data		Mary Johnson	
<035>	Contact Telephone Number - Number of person identified in data line	<030>	5017452114 ext.	
<039>	Contact Email Address - Email Address of person identified in data line		maryj@artelco.com	
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<910>	Tribal Land(s) on which ETC Serves			
-510	Thou candid on which are serves			
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<920>	Tribal Government Engagement Obligation		j	
			Name of Attached Document	
	ompany serves Tribal lands, please select (Yes,No, NA) for each these boxes			
	m the status described on the attached document(s), on line 920,	Sele	ect	
	trates coordination with the Tribal government pursuant to	(Yes,		
§ 54.313	s(a)(9) includes:	N/	82.1	
<921>	Needs assessment and deployment planning with a focus on Tribal			
35.55	community anchor institutions.	A SPECT		
<922>	Feasibility and sustainability planning;	5 5 5		
<923>	Marketing services in a culturally sensitive manner;			
<924>	Compliance with Rights of way processes			
<925>	Compliance with Land Use permitting requirements			
<926>	Compliance with Facilities Siting rules			
<927>	Compliance with Environmental Review processes	-	-	
		-		
<928>	Compliance with Cultural Preservation review processes	-	-	
<929>	Compliance with Tribal Business and Licensing requirements.			

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<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	

(51200) (C (1) (1) (2) (C) (1)	cros and conditional too differing Costomers		FOODER LANGUE SOUND SOUND CONTROL NO. 2000-0812 July 2013
<010>	Study Area Code		401692
<015>	Study Area Name		ARKANSAS TEL CO
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data li	ne <030>	0> 5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data I	ine <030	30> maryj@artelco.com
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans		
<1220>	Link to Public Website	НТТР —	Name of Attached Document  http://www.artelco.com/lifeline-low-income-assistance/
or the we	neck these boxes below to confirm that the attached document(s), on line 1 bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	1	]
<1222>	Details on the number of minutes provided as part of the plan,	<b>/</b>	
<1223>	Additional charges for toll calls, and rates for each such plan.	<b>/</b>	

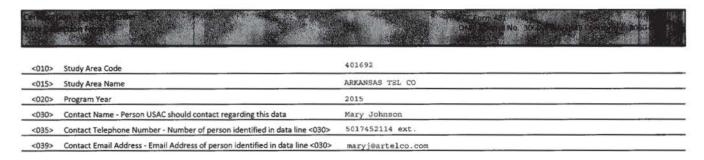
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<020>	Program Year	2015		
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<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com		
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CHECK th	e boxes below to note compliance as a recipient of Incremental Connect Amer	19 P. P. C. B.	500 전 100 2011 100 100 100 100 100 100 100 10	nd Connect America Phase II
	support as set forth in 47 CFR § 54.313(b),(c),(d),(	e) the information reported on this form and in t	he documents attached below is accurate.	
	Incremental Connect America Phase I reporting			
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))			
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))			
002222	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))			
<2012>	2013 Frozen Support Certification			
<2013>	2014 Frozen Support Certification			
<2014>	2015 Frozen Support Certification			
<2015>	2016 and future Frozen Support Certification			
	Princ Con Combo Common America (CC Common 147 CCD 5 54 242/41)			
-2010>	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))			
<2016>	Certification Support Used to Build Broadband			
	Connect America Phase II Reporting (47 CFR § 54.313(e))			
<2017>	3rd year Broadband Service Certification			
<2018>	5th year Broadband Service Certification	970		
<2019>	Interim Progress Certification			
		i 2021		
<2020>	Please check the box to confirm that the attached document(s), on pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support	shall provide the number names and		
	addresses of community anchor institutions to which began providi	ng access to broadband service in the		
	preceding calendar year.			
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<2021>	Interim Progress Community Anchor Institutions			
		1		
		Name of A	attached Document Listing Required Information	-
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	Trender de Assistantification de	CMB Control No. 3068-0958-0118 control NS. 3545-0419
		Linky 2018 (Linky 2018)
<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
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<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com
CHECK t		to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 e information reported on this form and in the documents attached below is accurate.
(3010)	Progress Report on 5 Year Plan	1
	Milestone Certification (47 CFR § 54.313(f)(1)(i))	
		Name of Attached Document Listing Required Information
	Please check this box to confirm that the attached document(s), on line 3 § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addre providing access to broadband service in the preceding calendar year.	
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	
		Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	(Yes/No)
(3014)	If yes, does your company file the RUS annual report	(Yes/No)
Disease	shock those haves to english that the attached descriptor(s) on line 2017	contains the required information purposet to \$ 54.212(A/O) compliance requires:
Please		, contains the required information pursuant to § 54.313(f)(2) compliance requires:
(3015)	Electronic copy of their annual RUS reports (Operating Report for	42
(2046)	Telecommunications Borrowers)	sh Flows
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Case	
		401692ar3017.pdf
(3017)	If the response is yes on line 3014, attach your company's RUS annual	
	report and all required documentation	1
		Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No)
	If the response is yes on line 3018, please check the boxes below to	
	confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a fo	rmat comparable to RUS Operating Report for Telecommunications
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	ish Flows
(3021)	Management letter issued by the independent certified public accountant that	performed the company's financial audit.
	3.000.000.000.000.000.000.000.000.000.0	
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an	
	independent certified public accountant; or 2) a financial report in a	
	format comparable to RUS Operating Report for Telecommunications	
	Borrowers,	
(3023)	Underlying information subjected to a review by an independent certified	<b>□</b>
	public accountant	
(3024)	Underlying information subjected to an officer certification.	
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	sh Flows
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220000	I I	
(3026)	Attach the worksheet listing required information	
		1
	L	
		Name of Attached Document Listing Required Information

	on Contract	OMB Control Ro. 3660 (1956) 711 (Control
Maria de la companya della companya		i
<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com

## TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

# Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients Lecrtify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: Signature of Authorized Officer: Date Printed name of Authorized Officer: Title or position of Authorized Officer: Telephone number of Authorized Officer: Study Area Code of Reporting Carrier: Filing Due Date for this form: Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or Imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.



#### TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

certify that (Name of Agent) <u>Lynette Hampton</u> also certify that I am an officer of the reporting carrier; my responsi agent; and, to the best of my knowledge, the reports and data provi	is authorized to submit the information reported on behalf of the reporting carrier. bilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized ded to the authorized agent is accurate.
Name of Authorized Agent: Lynette Hampton	
Name of Reporting Carrier: ARKANSAS TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 06/30/2014
Printed name of Authorized Officer: Randy McCaslin	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 5017452114 ext.	
Study Area Code of Reporting Carrier: 401692	Filing Due Date for this form: 07/01/2014

## TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CA	AF of Li Recipients on Behan of Reporting Carrier
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universa the data reported herein based on data provided by the reporting carrier; and, to the best of my knowle	[18] [18] [18] [18] [18] [18] [18] [18]
Name of Reporting Carrier: ARKANSAS TEL CO	
Name of Authorized Agent or Employee of Agent: Lynette Hampton	
Signature of Authorized Agent or Employee of Agent: CERTIFIED CNLINE	Date: 06/30/2014
Printed name of Authorized Agent or Employee of Agent: Lynette Hampton	
Title or position of Authorized Agent or Employee of Agent Authorized Representative	
Telephone number of Authorized Agent or Employee of Agent: 5126527725 ext.	
Study Area Code of Reporting Carrier: 401692 Filing Due Date for this fo	orm: 07/01/2014

Attachments

(200) Pri	Contings including voce nets policy	A SECTOR 481
<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com
<701>	Residential Local Service Charge Effective Date 1/1/2014	
<702>	Single State-wide Residential Local Service Charge	

<703>

State	Exchange (ILEC)	SAC (CETC)	Rate Type	<b2> Residential Local Service Rate</b2>	State Subscriber Line Charge	504> State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fed
AR	CLINTON		FR	10.52	0.0	0.21	0.0	10.73
AR	FAIRFIELD BAY		FR	10.52	0.0	0.21	0.0	10.73
AR	SCOTLAND		FR	10.52	0.0	0.21	0.0	10.73
AR	SHIRLEY		FR	10.52	0.0	0.21	0.0	10.73
							-	
							2210	

<d45

<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com

State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
AR	ALL	69.95	0.0	69.95	4.0	0.75	0.0	Other, No limit on usage allowance
AR	ALL	89.95	0.0	89.95	6.0	0.75	0.0	Other, No limit on usage allowance
AR	ALL	109.95	0.0	109.95	8.0	0.75	0.0	Other, No limit on usage allowance
AR	ALL	129.95	0.0	129.95	10.0	0.75	0.0	Other, No limit on usage allowance
		-						
				3			L	
		-	<del>                                     </del>					

<010>	Study Area Code	401692
<015>	Study Area Name	ARKANSAS TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Mary Johnson
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017452114 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	maryj@artelco.com
<810>	Reporting Carrier Arkansas Telephone Company	
<811>	Holding Company	
<812>	Operating Company	

FCC Form 486 15 17

<813> (at) (at)	32X	
Affiliates	SAC	Doing Business As Company or Brand Designation
McClint-Ark Internet		
		11-00-11-11-11-11-11-11-11-11-11-11-11-1
	-	

## LINE 112 - FIVE-YEAR SERVICE QUALITY IMPROVEMENT PLAN

Following is the initial five-year service quality improvement plan for Arkansas Telephone Company, Inc. ("Arkansas" or "the Company") pursuant to 47 C.F.R. § 54.202(a)(1)(ii) that requires an eligible telecommunications carrier (ETC) to describe proposed improvements or upgrades to the ETC's network throughout its service area. The USF/ICC Transformation Order establishes a public interest obligation for rate-of-return ETCs to provide broadband service at speeds of at least 4 Mbps downstream and 1 Mbps upstream (4:1) "upon reasonable request." A service quality improvement plan cannot project where in the service area reasonable requests will be made. However, the proposed service improvements in this plan result in the availability of 4:1 or better service to a greater portion of the Company's service area than is currently available.

Although this plan is a good faith effort by the Company, it is subject to change, given the uncertainty faced by ETCs regarding whether capital investments will be recoverable over the five year planning horizon. Factors that may affect the capital improvements plan include erosion of the customer base due to competition, alternative technologies, economic conditions in the service area, and unpredictable changes in the universal service support amounts an ETC receives.

Arkansas owns and operates four exchanges serving subscribers in central Arkansas. The service area includes portions of Cleburne, Conway, Pope, Searcy, Stone, and Van Buren counties. The Company's service area covers approximately 653 square miles.

## Baseline Network Description

X			
h ————————————————————————————————————			
	174		 

Table 1 - Current Broadband Capabilities

Exchange Name	Total Square Miles	Total Existing Access Lines	Estimated Total Population Served	Broadband Capable Access Lines	Estimated Broadband Capable Population	% Broadband Capable
Clinton						
Fairfield Bay						
Scotland						
Shirley						
TOTAL						

# 2014 - 2019 Service Quality Improvement Plan

Table 2 provides Arkansas's intended service quality improvements and associated capital expenditures for 2014 – 2019, by exchange, along with estimates of the population that will be served by the improvements.

Table 2 - Service Quality Improvement Plan

		, ,	00,770	Quality Improver	Torre Francis			Estimated
Exchange	Description of Improvement	2014	2015	2016	2017	2018	2019	Population Served by Improvements

Narrative Description: 2014 - 2015				
Clinton & Scotland				
<u>Fairfield Bay</u>				
Shirley				

# Narrative Description: 2016 - 2019



# LINE 510 - SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION RULES COMPLIANCE

Arkansas Telephone Company complies with applicable service quality standards and consumer protection rules for its voice and broadband services.

Service quality standards for voice service are established by the state commission. The Company consistently meets or exceeds those standards and provides reports to the state commission, in accordance with the state commission's rules.

The Company complies with any and all consumer protection obligations under state law.

The Company also complies with the following consumer best practices: (1) the Company discloses its rates and terms of service to customers; (2) the Company provides specific disclosures in its advertising; (3) the Company separately identifies carrier charges from taxes on its billing statements; (4) the Company provides ready access to customer service; (5) the Company promptly responds to consumer inquiries and complaints received from government agencies; and (6) the Company abides by policies for protection of consumer privacy.

Finally, the Company has a policy and established operating procedures that comply with the FCC's Customer Proprietary Network Information (CPNI) rules (47 C.F.R. §§64.2001-64.2011). Certification of the Company's compliance with CPNI rules and a description of the Company's operating procedures that ensure compliance are filed annually with the FCC.

## LINE 610 - ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

Arkansas Telephone Company is able to function in emergency situations for both voice and broadband service. The Company has a reasonable amount of back-up power to ensure functionality without an external power source. Standby power generators are supplied at the central office, remote switch sites, and repeater sites to ensure functionality without an external power source until power is restored. The network is capable of managing traffic spikes resulting from emergency situations.

The Company is able to reroute traffic around damaged facilities. Although the Company's ability to reroute traffic around damaged facilities is not absolute and may be limited in certain circumstances, there is a restoration plan in place for expeditious recovery of service, including splicing of damaged facilities when warranted.

## LINE 1010 - VOICE SERVICES RATE COMPARABILITY

The Wireline Competition Bureau's most recent reasonable comparability benchmark for voice services is \$46.96, which includes the federal subscriber line charge ("SLC").<sup>1</sup>

In the exchanges served by Arkansas Telephone Company the highest single-line residential local rate, including any mandatory extended area service charge, is \$10.52. When the federal SLC and the state universal service fee are added, the total is below the reasonable comparability benchmark of \$46.96.

<sup>&</sup>lt;sup>1</sup> Wireline Competition Bureau Announces Results of Urban Rate Survey for Voice Services; Seeks Comment on Petition for Extension of Time to Comply With New Rate Floor, WC Docket No. 10-90, DA 14-384 (rel. Mar. 20, 2014), p. 2.

According to the Paperwork Reduction Act of 1995, an agency may not conduct or spounds, and a passon is not required to respond to, a collection of information unless it displays a valid OMB nontrol number. The valid OMB control number for this information explication of information unless in displays a valid OMB nontrol number for this information collection is optimized to average 4 bours per response, including the time flar reviewing improved one, and the paper information of information.

searching existing data sources, garbering and mainteleding	the data needed, and con	opledag and reviewing	the softeetica of information.					
USDA-RU:	STATE OF THE PARTY		This date will be used by RUS to review your financial abundlon. Your response to regulared by TU.S.C. 901 et seq					
			and, maject to federal laws and regulations regarding confidential telarmation, will be treated to confidential					
			BORROWER NAME					
OPERATING REF	원과 집에 없으면 없었다는 1000000.	s	Arkansas Telephone Company, Inc.					
1020001110711071		~	(Prepared with Audited Data)					
INSTRUCTIONS-Submit report to RUS within 30 do	ys after close of the pe	erlad,	PERIOD ENDING	BORROWER DESIGNATION				
For deutled instructions, sec RUS Bullotin 1744-2.	Report in whole dollar	a outh.	December, 2013	AR0531				
			ERTIFICATION					
to the best of our knowledge and belief.	CFR PART 1788,	CHAPTER XVI	ouns and other records of the system and reflect the sto I, RUS, WAS IN FORCE DURING THE REPORTS					
During the Perio	DD COVERED BY		PURSUANT TO PART 1788 OF 7CFR CHAPTER :	xvu				
All of the obligations under the FMS loan do have been fulfilled in all material respects.	Gurnents		There has been a default in the fulfilment of the obig under the RUS loan documents. Said default(s) isla- specificatly described in the Telecons Operating Rep.	N				
Randy McCaslin	_	3/28/2014						
	_	DATE	<del>-</del>	GAW S				
		PART	A. BALANCE SHEET					
	BALANGE	BALANCE		BALANCE BALANCE				
ASSETS	PRIOR YEAR	END OF PERIOD	LIABRITIES AND STOCKHOLDERS' EQUITY	PRIOR YEAR SND OF PERIOD				
CURRENT ASSETS	CONTRACTOR	智雄州 经货	CURRENT LIABILITIES	「一、「「「「「「」」」」				
1. Cash and Equivalents			25. Accounts Payable					
2. Cash-RUS Construction Fund			25. Notes Payable					
3. Affiliates:	SOR OF THE		27. Advance Billings and Payments					
a. Telecom, Accounts Receivable			28. Customer Deposits					
b. Other Accounts Receivable			29. Current Met. L/T Debt					
c. Notes Receivable			30. Current Met. L/T Debt-Rur, Dev.					
4. Non-Aftilates:	2000年9年2	CHARLES T	31. Ourrent MatCepital Leases					
a. Telecom, Accounts Racelvable			32. Income Taxes Accrued					
b. Other Accounts Receivable			33. Other Texes Accrued					
c. Notes Receivable			34. Other Current Liabilities	····				
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)	Printer Charles and C. Coll. & 10,1000 at accus to be liven as				
6. Material-Regulated	1		LONG-TERM DEBT	IN CONTRACTOR				
7. Material-Nonregulated			36. Funded Debt-RUS Notes					
8. Рераумента			37. Funded Debt-RTB Notes					
9. Other Current Assets			38. Funded Debt-FFB Notes					
10. Total Current Assets (1 Thru 9)	SCI. CHIEF SHIP CONT.		39. Funded Debt-Other					
NONCURRENT ASSETS	13 73 75 75	7,714,14	40. Funded Debt-Rurel Develop, Loan	<del></del>				
11. Investment in Affiliated Companies	hands leavened	(M) SECTION AND AND AND	41. Premium (Discount) on L/T Debt					
a. Rural Development	-		42. Rescquired Debt					
b. Nonsural Development	THE STREET HE REAL PROPERTY.	ESTEROZEOTA	43. Obligations Under Capital Lease 44. Adv. From Atlaisand Companies					
12. Other trives/mants	HANDARA MAR	nest de les les						
a. Rural Development			5. Other Long-Term Debt					
b. Nonrural Devolopment	-		16. Total Long-Term Debt (36 thru 45)					
13. Nonregulated investments			OTHER LIAB. & DEF, CREDITS					
14. Other Nonoument Assets			17. Other Long-Term Liebilities	The same of the sa				
15. Deferred Charges	*		18. Other Deferred Credits					
16. Judsdictional Differences	-		49. Other Jurisdictional Differences	(				
17. Total Noncurrent Assets (11 thru 16) PLANT, PROPERTY, AND BOURMENT	· Children	<b>建筑水</b>	50. Total Other Liebsides and Deferred Crodits (47 thru 49)	PROPERTY CONSTRUCTION OF THE PERSON OF THE P				
18. Yalecom, Plant-in-Service	O L. C. Da., C. P. C. P.		Cap. Stock Outstand, & Subscribed	CONTRACTOR AND				
19. Property Held for Future Use			Additional Paid-in-Capital	****				
20. Plant Under Construction			3. Treasury Stock					
21. Plant Adj., Nonop. Plant & Goodwill			Merinbership and Cap, Certificates					
22. Less Accumulated Depreciation			5. Other Capital					
23. Not Plant (18 thru 21 less 22)			6. Patronage Capital Credits					
24. TOTAL ASSETS (19+17+23)			7. Retained Semings or Margins	1				
and the modern (lover zo)			8. Total Equity (51 thru 57)					
			9. TOTAL LIABILITIES AND EQUITY (35+46+50+58)					
			or to the manufacture state state ( temperation)					

USDA-RUS .	BORROWER DESIGNATIO	)N	· ·
OPERATING REPORT FOR	AR0531		
TELECOMMUNICATIONS BORROWERS			
TELECOMMUNICATIONS BORROVERS	PERIOD ENDING		
INSTRUCTIONS- See RUS Bulletin 1744-2	December, 2013		
PART B. STATEMENTS OF INCOME	AND RETAINED EARNING	GS OR MARGINS	
ITEM			
		PRIOR YEAR	THIS YEAR
Local Network Services Revenues			
2. Network Access Services Revenues			
Long Distance Network Services Revenues			
Carrier Billing and Collection Revenues			
5. Miscellaneous Revenues			
6. Uncollectible Revenues			
7. Net Operating Revenues (1 thru 5 less 6)			
Plant Specific Operations Expense			
9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortiz	ration)		
10. Depreciation Expense			
11. Amortization Expense			
12. Customer Operations Expense			
13. Corporate Operations Expanse			
14. Total Operating Expenses (8 thru 13)			
15. Operating Income or Margins (7 less 14)			
16. Other Operating Income and Expenses			
17. State and Local Taxes			
18. Federal Income Taxes			
19. Other Texes			
20. Total Operating Taxes (17+18+19)	t .		
21. Net Operating Income or Margins (15+16-20)			
22. Interest on Funded Debt			
23. Interest Expense - Capital Leases			
24. Other Interest Expense			
25. Allowance for Funds Used During Construction			
26. Total Fixed Charges (22+23+24-25)			
27. Nonoperating Net Income			
28. Extraordinary Items			
29. Jurisdictional Differences			
30. Nonregulated Net Income	p.		
31. Total Net Income or Margins (21+27+28+29+30-26)			
32. Total Taxes Based on Income			
33. Retained Earnings or Margins Beginning-of-Year			
34. Miscellaneous Credits Year-to-Date			
36. Dividends Declared (Common)			
36. Dividends Declared (Preferred)			
37. Other Debits Year-to-Date			
38. Transfers to Patronage Capital			
39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+3)	(+38)]		
40. Patronage Capital Beginning-of-Year			
41. Transfers to Patronage Capital			
42. Patronage Capital Credits Retired			
43. Patronage Capital End-of-Year (40+41-42)			
44. Annual Debt Service Payments			
45. Cash Ratio [(14+20-10-11) / 7]			
46. Operating Accrual Ratio [(14+20+26) / 7]			
47. TIER [(31+26) / 26]			
46 DCCD (2314284104111144)			

USDA-RUS

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS

BORROWER DESIGNATION

AR0531

PERIOD ENDED

December, 2013

		INSTRUCTIO	DNS - Seo RUS Bulletin 1	744-2			
	Part C. S	SUBSCRIBER (A	CCESS LINE), ROUT	MILE, & HIGH SPEE	D DATA INFOR	MATION	
	1. R/	ATES	2, 808	SCRIBERS (ACCESS LIN	ES)	3. ROUTE	MILES
EXCHANGE	B-1	R-1 (b)	BUSINESS (a)	RESIDENTIAL (b)	TOTAL (e)	TOTAL (including fiber)	FIBER
Scotland							
Shirtey							
Cilinton							
Fairfield Bay							
MobileWireless							
Route Mileage Outside Exchange Area							
Total							
No. Exchanges							OUR CONTRACTOR

		TELECOMMU	USDA-RUS ATING REPO	ORT FOR S BORROWE	RS		BORROWER D AR0531 PERIOD ENDE December, 201	ED C
	Part C	. SUBSCRIBER (A		ROADBAND SERV	ICE	DATA INFORM		
EXCHANGE	No. Access Lines with BB avaliable (a)	No Of Broadband Subscribers (b)	Number Of Subscribers (c)	Advartised Download Rate (Kbps) (d)	Advartised Upload Rate (Kbps) (e)	Price Per Month	Standalone/Pckg	Type Of Technology
Scotland Shirtey Clinton								
Fairfield Bay Total								

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS PERIOD ENDING December, 2013  WASTRUCTIONS- See RUS Bulletin 1744-2  PART D. SYSTEM DATA								
TELECOMMUNICATIONS BORROWERS  PERIOD ENDING December, 2013  INSTRUCTIONS- See RUS Bulletin 1744-2								
December, 2013  INSTRUCTIONS- See RUS Bulletin 1744-2								
PART D. SYSTEM DATA	STRUCTIONS- See RUS Buildin 1744-2							
PART D. SYSTEM DATA								
No. Plane Broployees     2. No. Other Employees     3. Square Niles Served     4. Access Lines per Square Mile     5. Subscribers per	Royan Mile							
PART E. TOLL DATA								
Study Area ID Code(s)     Z. Types of Toll Settlements (Check one)								
a 401692 Interstate: Average Schedule X Cost Basis								
p	[							
in/resiste: Average Schedule X Cost Basts	- 1							
d	- 1							
e.								
1	- 1							
£	- 1							
1	- 1							
*	ı							
1	- 1							
PART F. FUNDS INVESTED IN PLANT DURING YEAR								
1. RUS, RTB, & FFB Loan Funds Expended								
2. Other Long-Term Loan Funds Expended								
3. Funds Expended Under RUS Interim Approval								
4. Other Short-Term Loan Funds Expanded								
5. General Funds Expended (Other than Interim)								
S. Selveged Materials								
7. Contribution in Aid to Construction								
8. Gross Additions to Telecom, Plant (1 thru 7)								
PART G. INVESTMENTS IN AFFILIATED COMPANIES								
CURRENT YEAR DATA CUMULATIVE DATA								
Cumulative Cumulative								
INVESTMENTS Investment IncomeA.ass Investment IncomeA.ass Curre	nt							
This Year This Year To Date To Date Seison	345							
	000000000000000000000000000000000000000							
	0							

Page 5 of 6

			SA-Visibility or the last			
. USDA-RUS	BORROWER DESIGNATION					
OPERATING REPORT FOR	AR0531					
TELECOMMUNICATIONS BORROWERS	PERIOD ENDING					
	December, 2013					
PART H. CURRENT	DEPRECIATION RATES					
Are comparation's depreciation rates approved by the regulatory authority						
with jurisdiction over the provision of telephone services? (Check one)		X	YES		NO	
EQUIPMENT CATEGORY			DEPRECI	ATION R	ATE	
Land and support assets - Motor Vehicles						
Land and support assets - Aircraft						
Land and support assets - Special purpose vehicles						
Land and support assets - Gerage and other work equipment						
Land and support assets - Buildings						
Land and support assets - Furniture and Office equipment						
7. Land and support essets - General purpose computers						
8. Central Office Switching - Digital						
Central Office Switching - Analog & Electro-mechanical						
10. Central Office Switching - Operator Systems						
11. Central Office Transmission - Radio Systems						
12. Central Office Transmission - Circuit equipment						
13. Information origination/termination - Station appearatus						
14. Information origination/termination - Customer premises wiring						
15. Information origination/termination - Large private branch exchanges						
16. Information origination/termination - Public telephone terminal equipment	nent					
17. Information origination/termination - Other terminal equipment						
Cable and wire facilities - Poles     Cable and wire facilities - Aerial cable - Metal						
Cable and wire facilities - Aerial cable - Iwetal     Cable and wire facilities - Aerial cable - Fiber						
21. Cable and wire facilities - Underground cable - Metal						
22. Cable and wire facilities - Underground cable - Fiber						
23. Cable and wire facilities - Buried cable - Metal						
24. Cable and wire facilities - Burled cable - Fiber						
25. Cable and wire facilities - Conduit systems						
26. Cable and wire facilities - Other						
	And the second s	S CONTRACTOR	W. WALL			
(a)						
10						
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	USDA-RUS	BORROWER DESIGNATION
		AR0531
	OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	PERIOD ENDED
		December, 2013
INST	RUCTIONS - See help in the online application.	
	PART! - STATEMENT OF C	GASH FLOWS
1.	Beginning Cash (Cash and Equivalents plus RUS Construction Fund)	
	CASH FLOWS FROM OPERATING ACTIVIT	IES I
2.	Net Income	
	Adjustments to Recondle Net Income to Net Cash Provided by	Operating Activities
3.	Add: Depreciation	
4.	Add: Amortization	
5,	Other (Explain)	
	Particular and the second seco	
	Changes in Operating Assets and Liebilitie	\$
6.	Decrease/(Increase) in Accounts Receivable	
7.	Decrease/(Increase) in Materials and Inventory	
8.	Decrease/(Increase) in Prepayments and Deferred Charges	
9.	Decrease/(Increase) in Other Current Assets	
10.	Increase/(Decrease) in Accounts Payable	
11.	Increase/(Decrease) in Advance Billings & Payments	
12.	Increase/(Decrease) in Other Current Liabilities	
13.	Net Cash Provided/(Used) by Operations	
	CASH FLOWS FROM FINANCING ACTIVITY	ES
14.	Decrease/(Increase) in Notes Receivable	
15.	Increase/(Decrease) in Notes Payable	
16.	Increase/(Decrease) in Customer Deposits	
17.	Net Increase/(Decrease) in Long Term Debt (Including Current Meturities)	
18.	Increase/(Decrease) in Other Liabilities & Deferred Credits	
19.	Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certification	Scales & Other Capital
20.	Less: Payment of Dividends	
21.	Less: Patronage Capital Credits Retired	
22.	Other (Explain)	
	:	
23.	Net Cash Provided/(Used) by Financing Activities	
	CASH FLOWS FROM INVESTING ACTIVITY	ES
24.	Net Capital Expenditures (Property, Plant & Equipment)	
25.	Other Long-Term Investments	
26.	Other Noncurrent Assets & Jurisdictional Differences :	
27.	Other (Explain)	
28.	Net Cash Provided/(Used) by Investing Activities	
29.	Net Increase/(Decrease) in Cash	
30.	Ending Cash	

Revision Date 2010

USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	AR0531
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2013
NOTES TO THE OPERATING REPOR	RT FOR TELECOMMUNICATIONS BORROWERS
Part I:	
. —	
† †	
	9

OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	AR0531
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2013